

## **Licensee FAQs about LOOP**

### **What is LOOP?**

LOOP (Licensee Online Order Portal) is a user-friendly, intuitive, web-based application for PLCB licensees to place orders for wine and spirits online.

### **What type of training is available?**

A variety of training materials have been developed, including [training guides and instructional videos](#).

### **What are some of the benefits of self-ordering through LOOP?**

Orders can be submitted 24 hours a day, seven days a week. Orders in LOOP can be started, saved and revised as often as needed prior to being submitted.

### **Can LOOP save my username and password?**

No, but your internet browser can save the username and password. However, this method is not recommended because it may cause issues when your password expires.

### **If my password expires, or if I forget my password, what is the process for obtaining a new one?**

Go to the [LOOP sign-in page](#). Below the sign in button, there is a “forgot password” link. Enter your email address and you will receive a link that, when selected, will redirect you to a portion of LOOP for resetting your password. You can also contact LOOP Support at (800) 332-7522 option 5 for additional assistance.

### **Can I view returns, orders and invoice history through LOOP?**

All returns, orders and invoice history placed through new LOOP are available for up to two years.

### **What types of spreadsheets can be uploaded into the portal to place orders? What format must the file be in?**

The spreadsheet to upload orders must be in either .csv (Comma Separated Values) or .xlsx (Excel) file format having two columns. Column A must be the PLCB parent item code for ordering in units or the Manufacturer SCC/GTIN for ordering in cases and Column B must be the desired order quantity. This is an easy way to upload large amounts of items and quantities in a few clicks. [Tutorial videos](#) help walk licensees through the process.

### **Will stock on hand be visible at pickup stores?**

Stock-on-hand levels at the time an order is placed can be determined by simply ordering the item. Items that are out of stock will be displayed as such and cannot be added to the order. If a licensee attempts to order a quantity of an item that exceeds available stock on hand, LOOP will reduce the quantity of that item accordingly. Although the PLCB strives to make the inventory as accurate as possible, these levels may vary due to in-store purchases.

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**Restaurants see high turnover among employees...how can access be managed for employees that are terminated? How many people's contact information can be stored in an account? Who chooses the default contact person?**

LOOP provides three different levels of users' access and a variety of email notifications. Most data in LOOP is self-registered and maintained by the licensee. Each account must have at least one user who acts as the administrator. The access level of individual users may only be assigned by those with administrative level access. Each user, regardless of access level, may determine which email notifications they receive. Also, there is no limit on how many individuals can be registered in LOOP under a single LID.

**Can payments be made online?**

At this time, payment online is only available for LOOP Direct Warehouse Delivery orders (LDP), Licensee Service Center pickup orders, e-commerce orders and Special Orders. Orders placed through LOOP for pick up at a Fine Wine & Good Spirits retail store must be paid for at the store at the time of pickup.

**Do I still receive the 10% discount when placing an order through LOOP?**

Yes, licensees continue to receive their discount on purchases of wine and spirits. Special Orders are not eligible for the 10% licensee discount.

**Will there be LOOP-only promotions that are only available online via the portal, or an additional discount for licensees who purchase product on this portal?**

Current law does not provide for any additional discounts beyond the standard 10% licensee discount.

**How will credit, refunds and returns be handled?**

There is no change to the standard return policy at this time.

**Can I use LOOP to pay for my Store Pickup orders?**

Only if those orders are being picked up at a Licensee Service Center (LSC). Payment methods registered in LOOP may only be used for Licensee Delivery Program, LSC pickup or Special Orders. If a licensee wishes to register a payment method to pick up orders at a Fine Wine & Good Spirits (FW&GS) store, they must also do so at the POS terminal. Once registered in a FW&GS retail store, the payment method may be used at any FW&GS store in the commonwealth.

**Can I manage my payment methods on LOOP?**

Licensees can add or remove payment methods on their LOOP account, however, if a licensee is enrolled in the Special Order or Licensee Delivery Program, at least one active payment method must be maintained at all times. If you would like assistance with registered payment methods, please contact LOOP Support at 800-332-7522, option 5.

**Are there any changes to Special Orders in LOOP?**

In LOOP, licensees must now authorize vendors to place Special Orders on their behalf, which will be presented to licensees for review and approval. Licensees will still need to choose the payment method that they wish to use, as well as approve the order, prior to it being released for fulfillment. Vendors will only be able to view the orders that they have placed in a licensee's account. Detailed training on this new process can be found in the [LOOP training guides](#).

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### **Can I use LOOP to place my Special Orders?**

Licensees can place their own Special Orders on the Fine Wine & Good Spirits website at [FWGS.com](http://FWGS.com).

### **Can LOOP process returns for Special Orders?**

Licensees must contact the vendor and they will contact the Special Order Department at the PLCB for all product returns.

For more information on or assistance with any Special Order related issues, please contact the Special Order Department at [ra-lbslo@pa.gov](mailto:ra-lbslo@pa.gov) or call 800-332- 7522, option 1.

### **I do not see some of the links like “Members,” “Vendors” or “LID Account Details” in my profile dropdown list in LOOP. Why?**

If you don't see these links on your profile dropdown list, this means you are not a registered administrator on the account. Have the administrator on the account switch your portal role or contact LOOP Support at 800-332-7522, option 5 for more information.

### **I have multiple LIDs. Can LOOP link them together?**

If licensees use the same email for registration, you can view all LIDs using the same log in credentials.

### **Can I use my phone to place orders on LOOP?**

Licensees may use any device with internet access to place orders. Devices with an enabled barcode scanner can be used to scan the UPC or SCC/GTIN of the item to add them to their orders. It is recommended users place orders through LOOP by utilizing Firefox, Google Chrome or Safari, if possible. LOOP does not function as designed with Microsoft Edge.

For more information, please contact the LOOP Support Team at [PLCBLOOP@pa.gov](mailto:PLCBLOOP@pa.gov) or call 800-332-7522, option 5 (M/F 8:00 AM – 5:00 PM).